# 10. 86 & Stockout Tracker

*Companion tool for Chapter 8*

### What it is for

Record every 86 with its root cause and estimate what it cost, so you fix the cause instead of surviving the night.

### How to use it

1. Record the item, date and time it ran out.
2. Pick the root cause.
3. Ask the floor how many guests asked for it after it was gone, and how many ordered something else.
4. Enter menu price and plate cost. Lost sales and lost contribution calculate.
5. After a month, read the Summary tab by root cause.

### Good to know

- Blue cells are inputs. White cells with formulas calculate for you; do not type over them.
- Rows shaded yellow and starting with EXAMPLE are sample data to show how the tool works. Unless a row says otherwi
illustrative, not from a real restaurant. Delete or overwrite them before you use the tool.
- Lost sales counts every missed order at full price. Lost contribution counts only orders that were not replaced by someth
plate cost. They are different numbers; know which one you mean.

| Date | Item | Time out | Root cause | Missed orders |
|---|---|---|---|---|
| EXAMPLE | EXAMPLE Popular entree (illustrative, Cha | 7:30 PM | Count not updated | 12 |
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| Ordered something else | Truly lost orders | Menu price | Plate cost | Lost sales (all missed) | Lost contribution |
|---|---|---|---|---|---|
| 8 | 4 | $29.00 | $9.50 | $348.00 | $78.00 |

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| Notes |
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| Root cause | 86s | Lost contribution |
|---|---|---|
| Not ordered | 0 | $0.00 |
| Ordered not delivered | 0 | $0.00 |
| Used elsewhere | 0 | $0.00 |
| Count not updated | 1 | $78.00 |
| Prep below demand | 0 | $0.00 |
| Quality problem | 0 | $0.00 |
| Other | 0 | $0.00 |